

UNIVERSAL RATES AS APPLIED TO TELEPHONE SERVICE

Effective: July 1, 1994
Revised: April 23, 2002
Owner: Bill Theel

PURPOSE

To define universal rates as applied to telephone service. Also, to identify services and features not included in universal rates.

SCOPE

This policy applies to all ITS-billed telephone systems. Non-ITS-billed telephone systems shall be converted to ITS billing and covered under this policy upon replacement or upgrade of such systems.

BACKGROUND

ITS-provided telephone services shall be charged to user agencies at universal rates wherever possible. Universal rates shall be independent on location, quantity, and type of equipment used to provide service. Maintenance and normal replacement or upgrading of equipment and services shall be performed by ITS at no additional cost to the agency. Normal upgrade or replacement is defined as a change that, in the opinion of ITS, and in consultation with the customer, shall result in a net benefit to the State as a whole.

POLICY

1. Universal rates for lines shall be billed for each individual line. Lines are defined as follows:
 - a. For PBX systems, a line is an extension number, vector directory number (VDN) or non-DID numbers, such as phantom or soft numbers.
 - b. For key systems, a line is a station identifier, an intercom number, or a key extension number.



- c. For a dedicated line (1FB) or Centrex service, a line is a telephone number.
 - d. A telephone with multiple lines is billed a universal rate charge for each line appearance.
 - e. Lines appearing on multiple sets are billed only once.
2. Service provided under the universal rate includes:
- a. All features provided as standard for a particular system.
 - b. All costs associated with maintaining a P.05 Grade of Service (GoS), which means that no more than five percent of call attempts are blocked during the busiest hour of the busiest day of the month. This applies to service for office lines including modem and fax lines. It excludes service for lines in residences and lines terminating in automated systems such as predictive dialers, voice response units, video systems, ACDs, etc.
 - c. Backup power to last a minimum of 15 minutes.
 - d. Music-on-Hold where available and at the user's request.
 - e. Any other features required by ITS. In the future, new features may be included as standard.
3. Some features not included under the universal rate, but which may be provided at an additional charge, include voice mail, automated attendant, vectoring, and interactive voice response services. Agencies pay all costs for Grade of Service in excess of P.05.
4. A user agency may request a replacement or upgrade of service beyond a normal replacement or upgrade. However, the requesting agency will be billed:
- a. a one-time charge equivalent to the total cost of the required additional common and station equipment, including maintenance costs over its depreciation period;
 - b. installation charges; and,
 - c. the monthly costs of any additional trunks, lines, and/or services required.



5. Maintenance on all wiring for voice services is included in the universal rate. Maintenance due to negligence or abuse or otherwise caused by the user agency is specifically excluded.
6. The initial cost to wire a building is not included in the universal rate. The initial wiring cost will be charged to agencies or DFCM as appropriate.
7. User agencies shall pay a one-time right-to-use fee equivalent to the purchase price for each station (telephone set) at the time of installation. User agencies shall also pay the one-time costs for the installation and wiring of new or moved stations. When stations are removed from service at the agency's request, the agency shall receive a refund upon return of the stations to ITS. The refund for stations shall be 25 percent of the prevailing price for used equipment, according to the list maintained by ITS.
8. Changes required by ITS will be done at no cost to the individual agency, however, no refunds will apply.

